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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and/or SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

In that the original filing date of this application is April 12, 2000, a copy of each reference listed on the attached Forms PTO/SB08A and/or SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,

By:

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Date: January 9, 2004

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GROUP 3600

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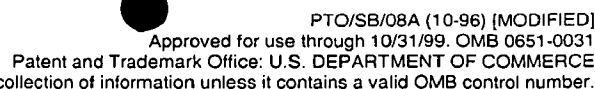
I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop, Commissioner for Patents, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

January 9, 2004
Date of Deposit

John S. Le Roy
Name of Person Signing

John S. Le Roy
Signature

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /JO/



Substitute for Form 1449A/PTO

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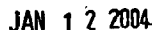
Examiner Initials	Cite No.	U.S. PATENT DOCUMENT		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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05/07/2009

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language translation is attached.

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Sheet

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of

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Application Number

09/547,661

Filing Date

April 12, 2000

First Named Inventor

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Group Art Unit

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Examiner Name

Jonathan P. Ouellette

Attorney Docket Number

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